

**FINAL EVALUATION REPORT**  
**(As Per Rule 35 of PP Rules-2004)**

1. Name of Procuring Agency: National Bank of Pakistan
2. Method of Procurement: 36 (b) - Single Stage Two Envelope Procedure,2004
3. Title of Procurement: PROCUREMENT OF SERVICE PROVIDERS FOR HUMAN RESOURCE SERVICES AT NBP CALL CENTRES (KARACHI & ISLAMABAD)
4. Tender Inquiry No.: NT-02/23/2023-4
5. PPRA Ref. No. TSE): TS504139E
6. Date & Time of Bid Submission: March 16<sup>th</sup>, 2023, at 3:00PM
7. Date & Time of Bid Opening: March 16<sup>th</sup>, 2023, at 3:30PM
8. Number of Bids Received: Three (3)
9. Criteria for Bid Evaluation: Mentioned in the RFP/Bidding documents.
10. Details of Bid(s) Financial Evaluation: As follows

Name of Bidder	Marks		Total Evaluated Cost PKR	(As Per Rule 35 of PP Rules-2004)
	Technical Score	Financial Score		
M/s. Htech Solution	N/A	N/A	21,727,750	(Most Advantageous Bid)
M/s. Ibex	N/A	N/A	23,352,250	-
M/s. Future Technologies Pvt Ltd & Professional Employer Pvt Ltd.	N/A	N/A	-	Technically Disqualified

**Most Advantageous Bidder: M/s. Htech Solutions.**

11. Any other additional / supporting information, the procuring agency may like to share.
- Annexure II- Evaluation Criteria.

**(Divisional Head)**  
**Procurement Division**  
**Logistics, Communications & Marketing Group**  
**Head Office, NBP, Karachi.**

## Evaluation Criteria

The bids with all complete documents will be evaluated as under:

1. All bidders are required to submit filled, correct and complete Section No: 7-Technical Requirement Document (all sheets separately) along with their bids. If the bidder fails to do so, its bid will be considered as rejected. All bidders are also requested to affix their company's stamp/signature on each page of the submitted Section No: 7-Technical Requirement Document.
2. All bidders are required to submit their proposal for the "Procurement Service Providers for Call Centers" to NBP as any alternate or additional Solution will not be considered for evaluation and such bid will be deemed as rejected.
3. For evaluation of solution requirements mentioned in Section No: 7-Technical Requirement, NBP will request bidders to demonstrate their capabilities of delivering services to NBP (if required) during evaluation stage, at no extra cost to NBP. The place, date & time of demonstration sessions will be communicated to bidders separately by NBP.
4. For evaluation of requirements mentioned in Section No:7, bidder is required to provide undertaking on company's letterhead signed by authorized representative of the company mentioning all the requirements and also stating that all requirement in the Bidding Document are acceptable to the company and will be provided to NBP accordingly. NBP will first check that such undertaking has been provided or not in the submitted bid. If undertaking is not found then NBP will ask clarification from the bidder and ask to submit the required undertaking, however if bidder failed to provide the correct and complete undertaking then its bid will be considered as rejected.
5. NBP may ask any other additional documentary evidence or explanation against any item for clarification that must be provided by the Bidder during the period of evaluation. Bidders should respond to such requests within the time frame indicated in the correspondence (letter/fax/ e-mail). If the bidder fails to provide the required information within given timeframe, its bid will be considered as rejected.
6. Technical Requirements mentioned in Section No:7 – Technical Requirement Document with "Mandatory Requirements is evaluated as follows:

For evaluation purpose, a desired response of only 'Y', 'Yes', 'N', 'No' is required in the availability column for all technical requirements (mentioned in Section No:7 – Technical Requirement Document).

All technical requirements must be answered either as 'Y', 'Yes', 'N', 'No'. If bidder response 'N' against any of such "Mandatory" Priority requirement, its bid will be considered as technically disqualified and will be rejected.

For all requirements against which Bidder is not providing any response (i.e. an empty availability cell or an availability cell with a response other than ‘Y’/‘Yes’ or ‘N’/‘No’), NBP will first check that against such requirements proper reference documents have been provided or not in the submitted bid. If reference document is found then NBP ask clarification from the bidder about its response, however if reference document will also not found or provided then response of bidder shall be considered as ‘No’ and its bid will be considered as rejected if the requirement item is Mandatory requirement.

For all “Mandatory” priority technical requirements against which Bidder is responding “Y”, all bidders are required to provide Documentation with proper reference (Section No/ Page No) in the proposal against all requirements. It is mandatory to provide proper reference of document. It is NBP’s discretion to raise clarification queries against requirements where reference is provided and further clarification is required. In case no reference is available and documents are not available in the submitted proposal, NBP may not raise any clarification query and response will be considered as No, which may lead to disqualification.

All bidders are required to submit the proposals with proper page numbering with master table of contents of all attached documents in the proposal.

The bidders are required to include the price of all technical requirements where the response is ‘Y’ in its financial proposal as the price mentioned in financial proposal will be considered as final and cannot be increased in any case after the submission of bid.

7. Financial proposals will be opened for only technically qualified bidders. Technically unqualified bidders will be considered as disqualified and their financial proposals will be returned unopened.
8. The Bidders must include price of all requirements with its Financial Proposal as the price mentioned in Financial Proposal will be considered as final and cannot be changed in any circumstances after the submission of bid.
9. The prices will be evaluated on the basis of all items mentioned in Section No:7 – Technical Requirement and Section No: 3 - BOQ of the bidding documents which will be considered as total bid value / bid amount / contract price.
10. As per requirement NBP may conduct a post-qualification evaluation exercise for the bidder which is selected as having submitted the most advantageous bid (Which in this case will be the lowest evaluated bid). A negative evaluation will result in rejection of the bidder’s bid, in which event NBP shall proceed to the next lowest evaluated bidder to make a similar evaluation.